

Overview

The Military Medical Support Office (MMSO) is the central location for all Military Branches and their Reserve Components for:

- pre-approval of civilian medical or dental care, and
- authorization for payment of civilian medical or dental bills.

MMSO was established at the direction of the Assistant Secretary of Defense for Health Affairs (DOD-HA Policy Memo 98-06). MMSO is not used when reservists receive medical or dental care from military treatment facilities (MTF). For medical only, this includes MTF referrals to civilian health care sources (i.e., specialty consultations etc.). For dental only, MMSO processes claims for Dental Treatment Facility (DTF) referrals to civilian sources.

For the purposes of this brochure, the term "health care" pertains to medical and dental treatment, consultations, procedures, bill payment, etc. RC Personnel eligibility requirements for entitlement to military health care or health care at government expense have not changed. RC Personnel on active duty orders are entitled to military health care regardless of the length of their orders. If not on active duty orders, a reservist's health care condition must have been caused or aggravated by military service before the member is entitled to health care at government expense.

RC Unit Commanders and their Unit Administrators and Medical Representatives (MEDREPS) will use the procedures outlined in this brochure when requesting civilian health care or payment of civilian health care bills. The following information is provided for implementation of these procedures.

Procedures for Obtaining Civilian Health Care

Civilian health care due to an emergency or initial episode of care does not require pre-authorization from MMSO. However, appropriate documents are required to authorize payment of the resulting civilian health care bills.

Any civilian health care required following emergency or initial treatment must be pre-authorized by MMSO prior to the member receiving such care. **Failure to obtain pre-authorization may result in the member being responsible for any health care bills. See quick reference section in this brochure for submitting medical bills.**

Unit Commander Procedures:

Ensure all RC Personnel assigned to the unit are educated on this process.

Ensure Unit Administrator or MEDREP has a complete understanding of their responsibility for medical bills processing.

Comply with standards for timely Line of Duty Investigation (LODI) or Notice of Eligibility (NOE) processing in accordance with regulatory and higher headquarters requirements.

Refer personnel who have a medically unfitting condition for "Fitness for Duty" evaluation to a Military Treatment Facility or local military medical resources when necessary.

Unit Administrator Procedures or Medical Rep Procedures:

Educate all RC Personnel assigned to the unit on the purpose of the MMSO and facilitate the process for obtaining civilian health care at government expense.

Initiate Line of Duty Investigation (LODI) or Notice of Eligibility (NOE) actions and forward through appropriate RC Command channels for processing in a timely manner.

Verify RC Personnel's eligibility prior to requesting pre-authorization of civilian health care or payment of civilian health care bills.

Submit the appropriate documentation to the MMSO.

Obtain authorization number from MMSO before advising member that treatment has been approved for follow-up health care after the initial injury or illness.

Counsel all RC Personnel to return all health care medical documentation to their supporting medical unit for filing in their military medical record.

File consultation reports, lab reports, medical summaries and all other medical documentation from authorized health care appointments in the member's military medical record.

Contact State Area Command (STARC) Health Systems Specialists (HSS), Major Subordinate Command or Regional Support Command representative as appropriate for assistance.

The RC Member should inform RC Service of the following:

Notify Unit Administrator, HSS, or MEDREP of any hospitalizations or treatment for medical or dental conditions believed to have been caused or aggravated by military service.

Immediately notify Unit Administrator, HSS, or MEDREP of any required follow-up civilian health care appointments so that pre-authorization by MMSO is obtained before the appointment date.

Provide all supporting military and civilian health care documentation to the Unit Administrator or MEDREP for filing in the military medical or dental record.

Sign medical release authorization. Provide Unit Administrator or MEDREP with all medical/dental documentation following health care appointment or consultation.

Immediately notify Unit Administrator or MEDREP with any change to current address or telephone number.

QUICK REFERENCE

Phone Number: 1-888-647-6676

Health Care Preauthorization Procedures in RC Instruction at: <http://mmsso.med.navy.mil>

Submit the following Eligibility Documents to MMSO:

Send RC Cover Sheet
(<http://mmsso.med.navy.mil>);

AND

Drill Attendance Sheet or Orders for initial episode of care (Coast Guard uses a CG-4436B or CG-4899);

OR

Approved Line of Duty or Notice of Eligibility for preauthorized follow-up care.

Submit Medical Claims to the TRICARE Contractor by:

Ensuring the Diagnosis on the LOD/NOE and the claim are related;

Sending Medical Claims (HCFA 1500, UB 92) or DD 2642 (TRICARE Service Member Reimbursement to the TRICARE Contractor's address at www.tricare.osd.mil/claims).

DO NOT SEND MEDICAL CLAIMS TO MMSO

Reserve Component (RC) Unit Commander's Guide to Obtaining Civilian Medical Care and Payment of Medical Bills

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***"Bringing the Benefit Closer
to Home***

... Wherever You Live"

Standing ready to assist Reserve Component Commanders with Medical Readiness including:

- ✓ Air Force Reserve
- ✓ Air National Guard
- ✓ Army National Guard
- ✓ Army Reserve
- ✓ Navy Reserve
- ✓ Marine Corps Reserve
- ✓ Coast Guard Reserve